

# **kynect (Self-Service Portal) Guide and Tips**

*For Agents, kynectors and CACs*

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## 1.1 Training

Issue	What to do
Where do I find that training again?	<p>Here is the link to the training: <a href="http://tris.eku.edu/khbe/">http://tris.eku.edu/khbe/</a> It will take you to a screen that looks like the “snippet” below</p> <p>Click the “Here” link to take you to the login screen. See graphic below</p> <p>Then, login using your TRIS username and password. After logging in, you will see the list of courses.</p>

## 1.2 Assigning a kynector / Agent on a previously started Application

Issue	What to do
Consumer has started an application then requests kynector / Agent assistance	<ol style="list-style-type: none"><li>1. Do not start new applications for the consumer when they have already started an application. Instead, guide these consumers to go into the application and search for the kynector/Agent.</li><li>2. The kynector/Agent will then be able to search for the consumer from the dashboard, and continue the application that has already been started</li><li>3. If a kynector/Agent starts an application for a user and gets to a page that says, “<i>It appears you are already actively receiving health coverage from kynect. In order to make sure this application does not affect that coverage we need to stop this application and take you to your personal page. At the personal page, please review your active coverage information and make changes to that coverage. Click Next to proceed to your personal page.</i>” This action will take the consumer to the their dashboard.</li></ol>

Issue	What to do
	4. The consumer can continue their application, but should be sure to click “back” in the application until they get to the kynector/Agent search page and select the right kynector/Agent.

### 1.3 Pre-Screening

Issue	What to do
<b>Do the premium amounts in pre-screening to browse plan include discounts for payment assistance.</b>	1. No. The premium amounts listed are the full price of the premium. You must complete an application to see the full discount amount for payment assistance.

### 1.4 Signature Page

Issue	What to do
<b>e-Signature not accepted</b>	1. If you get this message “Please specify the same name as entered earlier”, It means that the name must match exactly (i.e., middle name, middle initial, etc.) exactly as it was typed on the application in the beginning.

### 1.5 Log-in and Log-out Issues

Issue	What to do
<b>Welcome Guest still shows up after I have logged in</b>	<ol style="list-style-type: none"> <li>1. Please close your browser, reopen and log back in to your account.</li> <li>2. If issues persist, please clear the browser's cookies and cache, for example for Internet Explorer IE <ol style="list-style-type: none"> <li>a. Click Tools, and select Delete Browsing History.</li> <li>b. Deselect Preserve Favorites website data, and select Temporary Internet files, Cookies, and History.</li> <li>c. Click Delete.</li> </ol> </li> <li>3. Then try again.</li> <li>4. If this still does not resolve the issue, please call the Contact Center at 1-855-4kynect (459-6328) and provide the following: <ol style="list-style-type: none"> <li>a. Your username</li> <li>b. Your application ID or case number, which is found by clicking the Overview link and then getting the application ID or case number from this screen</li> <li>c. Use the error code "CHFS12345678"</li> </ol> </li> </ol>
<b>I am seeing “logged out confirmation page instead of the home</b>	<ol style="list-style-type: none"> <li>1. We see this problem with Chrome browser. Please select one of the following options. <ol style="list-style-type: none"> <li>a. Clear cookies / session in Chrome. Close the</li> </ol> </li> </ol>

Issue	What to do
page”	<p>browser. Reopen the browser and log in. If you are still seeing the log out screen, please close Chrome, and check processes in Task Manager and close all processes named chrome.exe.</p> <p>b. Use Internet Explorer or Firefox to log back in. Using these browsers will guarantee that you will always log out fully, and will not experience the error.</p>
<b>Logging in for the first time</b>	<ol style="list-style-type: none"> <li>1. Please use the Let's Get Started tab, not the Login in top right hand corner, until you see your dashboard.</li> </ol>
<b>I used the “Let’s Get Started” login process, but quit before I completed. When I login again, I get an error message.</b>	<ol style="list-style-type: none"> <li>1. If you have completed the login process, you must go to the appropriate tab at the top (Individual and Families, Agents, kynectors, etc.)</li> <li>2. Click on the “Let’s Get Started” screen to complete the process</li> <li>3. Do NOT use the Login field in the top right hand corner until you see your dashboard.</li> </ol>
<b>I logged out. But, when I reopened my Chrome browser, I was still logged in.</b>	<ol style="list-style-type: none"> <li>4. A setting in Chrome that keeps Chrome processes running even when Chrome is closed controls this behavior. To disable this behavior, please do the following: <ol style="list-style-type: none"> <li>a. Open the settings in Chrome</li> <li>b. Scroll to the bottom of the page and click on Show Advanced Settings...</li> <li>c. Scroll to the bottom of the page again.</li> <li>d. Under the System header, uncheck the option Continue running background apps when Google Chrome is closed</li> </ol> </li> </ol>
<b>Trying to update KOG account</b>	<ol style="list-style-type: none"> <li>1. Please login using the normal website and then type the following link in the browser: <a href="https://kog.chfs.ky.gov/account/">https://kog.chfs.ky.gov/account/</a></li> <li>2. You will be navigated to their KOG account information and from there you can update their information.</li> </ol>
<b>It won’t log me out completely</b>	<ol style="list-style-type: none"> <li>1. Please clear the browser's cookies and cache, for example for Internet Explorer IE <ol style="list-style-type: none"> <li>a. Click Tools, and select Delete Browsing History.</li> <li>b. Deselect Preserve Favorites website data, and select Temporary Internet files, Cookies, and History.</li> <li>c. Click Delete.</li> </ol> </li> <li>2. Close all browser windows.</li> <li>3. Re-open browser</li> </ol>
<b>How do I install the Symantec VIP Access?</b>	<ol style="list-style-type: none"> <li>1. Download Symantec VIP Access Desktop Software <a href="https://idprotect.vip.symantec.com/mainmenu.v">https://idprotect.vip.symantec.com/mainmenu.v</a></li> <li>2. Install the Symantec VIP Access Desktop Software</li> <li>3. Accept terms in the license agreement</li> <li>4. Select install location</li> <li>5. Select to Install the Program</li> <li>6. Click “Finish” to complete the InstallShield Wizard</li> </ol>
<b>How do I perform Multi-</b>	<ol style="list-style-type: none"> <li>1. Run VIP Access from Windows Stat Menu</li> </ol>

Issue	What to do
<b>Factor Authentication (MFA)?</b>	<ol style="list-style-type: none"> <li>2. Verify VIP Access window will appear on desktop and security code is changing</li> <li>3. Click on login link or access any protected KHBE application URL that will redirect user to Kentucky Online Gateway login page. Then perform the authentication with username and password. After successful authentication, a page pops-up asking for MFA details (Credential ID and Token).</li> <li>4. Perform authentication with username and password.</li> <li>5. Register Credential ID for each user. Please note: This is one time step. This step will be performed for during initial login. After providing the Credential ID the first time, subsequent logins will only require the Security Code on each login as described in next step.</li> <li>6. Perform MFA</li> </ol>
<b>I have multiple devices. Can I have more than one token?</b>	<p>You can register up to 3 security tokens. Downloads are available for both desktop and mobile devices and can be downloaded here:</p> <ol style="list-style-type: none"> <li>1. Symantec VIP for desktop/mobile devices required for MFA <ol style="list-style-type: none"> <li>a. With mobile devices it is the responsibility of each user to facilitate the download and installation for their specific device type</li> <li>b. <a href="https://vipmobile.verisign.com/home.v">https://vipmobile.verisign.com/home.v</a></li> <li>c. Desktop and/or laptops will need to have the above Windows desktop component installed</li> <li>d. <a href="https://idprotect.verisign.com/desktop/download.v">https://idprotect.verisign.com/desktop/download.v</a></li> </ol> </li> </ol> <p>If you are using an iPad, please go to the App Store and download it, as an iPad is a Mobile Device. Please search for "VIP Access" and download it free from there.</p>
<b>I followed the steps for using MFA, but I am still getting an error.</b>	<p>In this scenario, the caller should take the following steps:</p> <ol style="list-style-type: none"> <li>1. Click Sign Out in the top right corner of the page</li> <li>2. Clear cookies and cache in the opened browser</li> <li>3. Close all browser windows</li> <li>4. Reopen the browser and try logging in again.</li> </ol> <p>This issue happens primarily in the Chrome browser. If this continually happens, you may have more success using Internet Explorer or Firefox.</p>
<b>I have an MFA account and I need to make updates to my soft token.</b>	<ol style="list-style-type: none"> <li>1. Log in using their existing credentials</li> <li>2. Once successfully logged in, type the following URL directly into the same browser window/tab: <a href="https://kog.chfs.ky.gov/account">https://kog.chfs.ky.gov/account</a></li> <li>3. Click the link MFA Management</li> <li>4. When complete with the MFA changes, click Sign Out in the top right, close the browser, open the browser and log back in as normal</li> </ol>
<b>I clicked Next and I received the Log-out screen. Honest, I wasn't idle for 15 minutes.</b>	<p>In this scenario, the caller should take the following steps:</p> <ol style="list-style-type: none"> <li>1. Click Sign Out in the top right corner of the page</li> <li>2. Clear cookies and cache in the opened browser</li> <li>3. Close all browser windows</li> </ol>

Issue	What to do
	4. Reopen the browser and try logging in again.

## 1.6 Selecting kynector or Agent

Issue	What to do
<b>Odd message after selecting kynector or Agent</b>	1. This is a known bug in the system that we are currently working to resolve. You have successfully selected the agent / assister mentioned in the correspondence. There is no need to try again as it is just an incorrect report.
<b>Search for an Agent or Assister generates an error</b>	<ol style="list-style-type: none"> <li>This issue has been resolved. The Agent/kynector search works in the following manner: <ol style="list-style-type: none"> <li>No search criteria entered results in a wildcard search (e.g., we'll return a list of all valid Agents or Assisters depending upon the type searched for by the User)</li> <li>Values provided in the search criteria will filter the results to those that match the criteria.</li> </ol> </li> <li>If no results are found, a message stating, "No results match your criteria" will be presented to the Customer. If something does happen with this search function, the Customer can call the Contact Center to access help. In this situation, the Contact Center can do the following: <ol style="list-style-type: none"> <li>Go to the home page of the Application</li> <li>Click on the Welcome Tab</li> <li>Select the Assistance link under Learn More</li> <li>Use the Agent/kynector search to help the customer</li> </ol> </li> </ol>

## 1.7 Reports and other Pop-up Screens

Issue	What to do
<b>Excel Pop-up Screen is not displaying</b>	1. If you request a report, the browser displays it in a pop-up window that is often hidden by your current browser screen. Please minimize your current browser window to see the report.
<b>Report refresh date is not accurate in Excel</b>	1. Unfortunately, this problem is known issue with Excel. Please use a PDF version of the report to see an accurate refresh date.
<b>Closing document no X shows up</b>	<ol style="list-style-type: none"> <li>The customer can close the document three ways: <ol style="list-style-type: none"> <li>Click on the red X at the top of the document (there is a chance this is not visible)</li> <li>Click anywhere on the grayed out background in the web browser (i.e. anywhere that isn't the document itself)</li> <li>Refresh the page</li> </ol> </li> </ol>

## 1.8 Data Entry

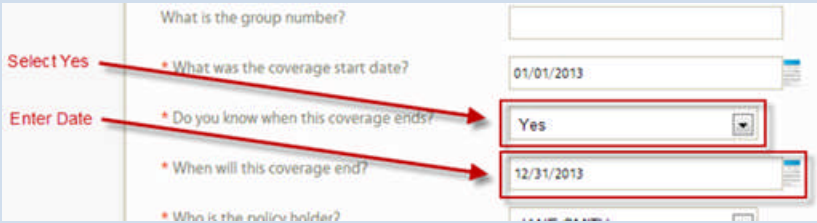
Issue	What to do
<b>Dates</b>	1. Please enter all dates in the following format "MM/DD/YYYY".
<b>Not able to enter any value, once date is cleared once, in Internet Explorer 10.</b>	1. If you can't enter a value after you have cleared it, please click the "Back" button from the screen. This step will undo deletion of the date of birth.
<b>Length of Display Boxes Not Long Enough to See what was chosen in dropdown</b>	1. Please do one of the following as this is an Internet Explorer 8 problem: <ul style="list-style-type: none"> <li>a. Use a different browser (IE9+, Chrome, Firefox)</li> <li>b. When the dropdown is expanded, hover the mouse over the options to see a small pop-up window with the full text of the option</li> </ul>
<b>Special characters (for example Spanish) are showing up in red</b>	1. At this time, the application currently does not support special characters in name fields. Please spell the name without additional special characters.
<b>Immigration status details are not showing up correctly.</b>	1. Please re-enter your immigration status information on the Citizenship/SSN or Pre-verification screen. Please check that your immigration status is correct on the Application Summary Screen and on the Application PDF. If the information is incorrect, please navigate back to the immigration/citizenship status screen and re-enter their information. 2. If you are unable to enter their immigration information and have it save correctly, please call the contact center @ 1-855-4kynect (459-6328).
<b>What do I put for tax filing status for people in my household?</b>	1. Tax-Filing statuses should follow the IRS rules <ul style="list-style-type: none"> <li>a. Link: <a href="http://www.irs.gov/uac/Newsroom/Determining-Your-Correct-Filing-Status">http://www.irs.gov/uac/Newsroom/Determining-Your-Correct-Filing-Status</a></li> <li>b. Children who are claimed as a tax dependent should have one of the following statuses: "Dependent of a non-case individual" or "Dependent of a case individual"</li> <li>c. Tax statuses "Not Applicable" and "I do not intend to file taxes" are equivalent and should be used for individuals who are not required to file taxes per the IRS.</li> </ul>
<b>Physical relationships</b>	1. Relationships "Other" and "Unrelated" are equivalent and should be used if the individuals relationship is not present
<b>What do I put to get coverage for all of my family members?</b>	1. All individuals who are requesting assistance must select "Yes" to the "Is [Individual] applying for health coverage?" question, including children
<b>My new child that I reported shows up with the wrong icon (boy</b>	1. Please verify the sex of the new dependents added on the "Application Information" screen and on the "Application Summary" Screen. If the sex of the newly added dependents

Issue	What to do
<b>when I reported a girl and vice-a-versa).</b>	is correct, then the icon issue is cosmetic and will not affect the eligibility.
<b>Address validation error – page has become unresponsive</b>	<ol style="list-style-type: none"> <li>1. Please try one of the following ways to resolve the problem: <ol style="list-style-type: none"> <li>a. Try again, and wait up to 5 minutes to see if the page does load.</li> <li>b. Refresh their web page and try entering the address again.</li> <li>c. Refresh the page, click save &amp; exit, and after saving sign out of the application. Close the browser, open the browser again, log in and continue the application again.</li> </ol> </li> <li>2. If the problems persist, please call the Contact Center @ 1-855-4kynect (459-6328). Please provide the following: <ol style="list-style-type: none"> <li>a. Your username</li> <li>b. Your application ID or case number. To collect this, log in, click the Overview link and then get the application ID or case number from this screen</li> </ol> </li> </ol>
<b>It says, “Please complete all mandatory fields” but there isn’t anything highlighted in red.</b>	<p>If you are on a page with the tabbed images across the top, it is likely that the incomplete field is actually on one of the other tabs.</p> <ol style="list-style-type: none"> <li>1. Please click through each tab and see if any fields are highlighted in red on any of the other tabs.</li> <li>2. If you are on a page without tabs or cannot find a field highlighted in red, it is possible that you may have missed a field and it isn't correctly being highlighted. Check to make sure that all fields with a red asterisk are filled out.</li> <li>3. If the problem persists after these checks, please call the Contact Center @ 1-855-4kynect (459-6328). Please provide the following: <ol style="list-style-type: none"> <li>a. Your username</li> <li>b. Your application ID or case number. To collect this, log in, click the Overview link and then get the application ID or case number from this screen</li> </ol> </li> </ol>
<b>The screen only shows users' first names, and I don't know which application member is the Jr. vs. Sr. vs. III.</b>	Please look at the icons on the screen. Applicants who are age 19 and up will have an adult looking icon, while applicants who are 18 and under will have a child looking icon. The ordering of the applicants can also help. The first applicant will always be the same. It will be the primary applicant on the case and the person who created the account. The rest of the users will be ordered by age from oldest to youngest.
<b>PDF report shows NA or incorrect information that needs to be corrected.</b>	<p>If you did not provide information in the application, it will show up as blank or with N/A in the PDF version. If you see incorrect information, please report a change to update or change their information if it is not correct in the PDF.</p> <p>To report a change, do the following by using the “Change” link in the top right hand corner of the dashboard. If not visible, your application is most likely still in process and you can make edits by clicking “Continue Application.”</p>

## 1.9 Uploading Documents

Issue	What to do
No SSN for a valid reason	1. Please provide documentation to verify the SSN.
I am getting an error when trying to upload a document	1. Please click "Continue" and navigate to the Dashboard. From the Dashboard, please click "Continue Application" to return to the flow where you left off.
Internet timed out when I was uploading a document.	1. Please repeat the upload.

## 1.10 Eligibility

Issue	What to do
I completed a preliminary eligibility determination on kynect and was potentially determined eligible for payment assistance. However, when I filed an application on kynect, I was denied for the following reason; "This person has other healthcare coverage and is not eligible for this program. 45 CFR 155.305; 900 KAR 10:030	<p>1. In order for kynect to determine payment assistance eligibility for an individual who currently has health insurance coverage, the following information must be entered on the "Health Coverage and Benefits Information screen, see below.</p> <p>Select yes for, "Do you know when this coverage ends" Enter 12/31/2013 for, "When will this coverage end".</p> 
My application for payment assistance was denied for other coverage. I plan to terminate the coverage if I buy a plan on kynect. How can I resubmit my application to potentially qualify for payment assistance?	1. Kynect is aware of this issue. Kynect is working on a resolution to allow you to change the application and potentially qualify for payment assistance. Once the resolution is available, we will email you the instructions.
Cannot access Employer Sponsored Insurance dashboard or change enrollment selection	<p>1. Employees, who started an Employer Sponsored Insurance application as an Employee, opted out of their Employer Sponsored Insurance and clicked next on the Employee Imitate Application Screen, you will not be allowed to navigate back to the Dashboard.</p> <p>2. Please create a new application to apply for Employer Insurance, Financial Assistance, or a QHP.</p>

Issue	What to do
<b>I need coverage before January 1, 2014</b>	<ol style="list-style-type: none"> <li>1. Individuals that want or need benefits during open enrollment (October 2013– December 2013) should apply in KAMES, specifically newborns and pregnant woman.</li> </ol>
<b>Denied because I did not provide premium information for current enrolled employer insurance.</b>	<ol style="list-style-type: none"> <li>1. Please make sure you provide the premium information to avoid being denied.</li> <li>2. If the Dashboard is available (i.e., not everyone was denied), you can go back and update the application.</li> <li>3. If everyone was denied in your household and the dashboard is not available, please re-open a new application and provide the premium information.</li> </ol>
<b>I want to change my status from not applying to applying for coverage</b>	<ol style="list-style-type: none"> <li>1. The customer cannot report a change to update this element. The work-around is for those individuals on the existing, active case that contains the 'Not Applying for Coverage' value can apply through a new application.</li> </ol>
<b>I want to report a change to income or other factors considered for Financial Assistance eligibility after it showed me as only eligible for a health insurance plan.</b>	<p>To re-apply for financial assistance, you need to:</p> <ol style="list-style-type: none"> <li>1. Go to the dashboard.</li> <li>2. If you can see the application progress bar, please click “Continue Application” button to go shopping and pick a plan. You will disenroll from this plan later and choosing it will not affect you later.</li> <li>3. If you do not have the progress bar on their dashboard, skip to step four below.</li> <li>4. From the left navigation of the dashboard, click the link “Start a new application.”</li> <li>5. On the page “What are You Applying For?”, please select "Show me all my options" or "Health insurance plan with payment assistance or free/low cost medical coverage (Medicaid/KCHIP)"</li> <li>6. Please complete and submit the application</li> <li>7. If you don't like the initial plan you selected, please disenroll.</li> </ol>
<b>I am trying to see my detailed eligibility results but I keep getting redirected to my dashboard</b>	<p>This “endless loop” happens when the benefit case has not been completed. There are a number of reasons that a case may not be finalized.</p> <ol style="list-style-type: none"> <li>1. If you are eligible for Premium Assistance, but a dollar amount is not shown on the second screen, you will not be able to move forward. There will be a specific message on the second screen that explains that the federal service that makes this calculation is currently down and that they cannot proceed until this service is running again.</li> <li>2. Please check back later the same day to see if it is back working again. Do not wait until the next day, as this will require additional steps to be able to go shopping.</li> <li>3. If you submitted the application on a previous day and did not ever go to shopping then, there is a chance you are temporarily blocked from going to shopping until your eligibility is rerun to make sure nothing has changed. To have your eligibility rerun, please call the Contact Center @ 1-855-4kynect (459-6328). Please provide the following: <ol style="list-style-type: none"> <li>a. Your username</li> </ol> </li> </ol>

Issue	What to do
	<ol style="list-style-type: none"> <li>b. Your application ID or case number. To collect this, log in, click the Overview link and then get the application ID or case number from this screen</li> </ol>
<b>Not everyone in my household is showing up on the eligibility SSP screen or correspondence</b>	<ol style="list-style-type: none"> <li>1. Individuals who are not applying for coverage will be displayed on the eligibility results screen as denied. However, on the "Details about your Results and Health Coverage Options" screen there is a section at the bottom that identifies the individuals who did not apply for coverage and displays text stating that they did not apply for coverage/financial assistance.</li> <li>2. The individuals who do not apply for assistance will not be displayed on the notice of eligibility.</li> </ol>
<b>"This person does not meet the relationship requirement to be eligible for a QHP. 900 KAR."</b>	<ol style="list-style-type: none"> <li>1. If the individual who was denied with the following denial reason code "This person does not meet the relationship requirement to be eligible for a QHP. 900 KAR." wants benefits, then the individual needs to apply separately. The denial reason code does not necessarily mean the individual does not qualify for APTC. However, because the individual does not have an acceptable relationship with the primary applicant they are not eligible to apply/get APTC/QHP benefits on this case.</li> </ol>

## 1.11 Shopping

Issue	What to do
<b>MCO auto-select did not pick an MCO for Medicaid or KCHIP.</b>	<ol style="list-style-type: none"> <li>1. Please check to see if the customer still has the application progress bar. If yes, it means the customer did not successfully complete the enrollment process. Please do the following: <ol style="list-style-type: none"> <li>a. Click "Continue Application"</li> <li>b. Click Next on the following eligibility results screens to return to shopping</li> <li>c. Make any necessary choices within shopping</li> <li>d. Check out of shopping, and provide the e-signature</li> <li>e. Review the enrollment summary screen and return to the dashboard</li> </ol> </li> </ol>
<b>Changed my address and it is prompting me to change MCO</b>	<ol style="list-style-type: none"> <li>1. If you have not changed Medicaid Managed Care regions and do not want to change MCO's, click the "Overview" button or any button to get out of the MCO change flow.</li> </ol>
<b>Disenrolling / Enrolling in MCOs</b>	<ol style="list-style-type: none"> <li>1. In order for only some of the individuals to disenroll and reenroll in MCOs, all individuals must disenroll from their MCO and everyone must pick a new MCO. The system currently does not support disenrollment and re-enrolling for only some of the individuals on the case.</li> </ol>
<b>One member is pending eligible for Medicaid, others qualify for QHP;</b>	<ol style="list-style-type: none"> <li>1. You have two options: <ol style="list-style-type: none"> <li>a. Wait to enroll after all verifications are done then select the proper coverage for each individual; or</li> </ol> </li> </ol>

Issue	What to do
and I only see QHP as an option when I go shopping	b. Enroll everyone in a plan now, then when the verifications are done, disenroll from the chosen plans and pick the appropriate plans.

## 1.12 Correspondence

Issue	What to do
<b>Voter Registration Correspondence</b>	1. We are sending this correspondence to everyone regardless whether you said yes or no. We are working to resolve.
<b>I want email correspondence versus paper correspondence</b>	1. Please create an account and then access your case through the Dashboard. On the Dashboard, enter your email address and change their correspondence preferences.
<b>I receive duplicate correspondence.</b>	1. Please disregard the duplicate correspondence.
<b>Not everyone in my household is showing up on the eligibility SSP screen or correspondence</b>	<p>2. Individuals who are not applying for coverage will be displayed on the eligibility results screen as denied. However, on the "Details about your Results and Health Coverage Options" screen there is a section at the bottom that identifies the individuals who did not apply for coverage and displays text stating that they did not apply for coverage/financial assistance.</p> <p>3. The individuals who do not apply for assistance will not be displayed on the notice of eligibility.</p>